## LISTING OF THE CLAIMS:

This listing of claims is provided for the convenience of the Examiner:

- 1. (currently amended) A telemarketing system on the Internet comprising:
- a. an agent client coupled to the Internet;
- b. a telemarketing server system coupled to the Internet, said telemarketing server system obtaining a telemarketing request from a customer through the Internet, and routing said telemarketing request through the Internet to said agent client if an appropriate agent is available, and to a queue if an appropriate agent is not available; and
- c. a supervisor client coupled to the Internet, said telemarketing server system sending telemarketing system information to said supervisor client, said supervisor client comprising a supervisor page for permitting manual adjustment of the queue based at least in part on the telemarketing system information;
- d. wherein said supervisor page contains a list of each active agent, and further provides access to each active agent's profile.
- 2. (original) The telemarketing system of claim 1, wherein said manual adjustment of the queue is permitted through the Internet.
- 3. (original) The telemarketing system of claim 1, wherein said telemarketing system information is sent to said supervisor client through the Internet.
  - 4. (canceled)
  - 5. (canceled)

- 6. (original) The telemarketing system of claim 4, wherein said supervisor page displays a workload of each active agent.
- 7. (original) The telemarketing system of claim 6, wherein said supervisor page further provides access to call profiles of calls in an agent's workload.
- 8. (original) The telemarketing system of claim 6, wherein the workload display for each agent is a plurality of icons corresponding to queued and active calls, said icons being selectable for displaying information about the corresponding call.
- 9. (original) The telemarketing system of claim 8, said icons further being moveable to reassign a corresponding call to another agent.
- 10. (original) The telemarketing system of claim 1, wherein the telemarketing system information comprises historical and real-time information.
- 11. (currently amended) A method for providing telemarketing services through the Internet, comprising the steps of:

receiving a telemarketing request from a customer through the Internet;

forwarding said telemarketing request through the Internet to an agent client if an appropriate agent is available, and to a queue if an appropriate agent is not available; and

sending telemarketing system information to a supervisor client, said supervisor client comprising a supervisor page for permitting manual adjustment of the queue based at least in part on telemarketing system information;

wherein said supervisor page contains a list of each active agent, and further provides access to each active agent's profile.

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- 12. (original) The method of claim 11, wherein said manual adjustment of the queue is permitted through the Internet.
- 13. (original) The method of claim 11, wherein said telemarketing system information is sent to said supervisor client through the Internet.
  - 14. (canceled)
  - 15. (canceled)
- 16. (original) The method of claim 14, wherein said supervisor page displays a workload of each active agent.
- 17. (original) The method of claim 16, wherein said supervisor page further provides access to call profiles of calls in an agent's workload.
- 18. (original) The method of claim 16, wherein the workload display for each agent is a plurality of icons corresponding to queued and active calls, said icons being selectable for displaying information about the corresponding call.
- 19. (original) The method of claim 18, said icons further being moveable to reassign a corresponding call to another agent.
- 20. (original) The method of claim 11, wherein the telemarketing system information comprises historical and real-time information.
  - 21. (original) A telemarketing system on the Internet comprising:
  - a. an agent client coupled to the Internet;

- b. a telemarketing server system coupled to the Internet, said telemarketing server system obtaining a telemarketing request from a customer through the Internet, and routing said telemarketing request through the Internet to said agent client if an appropriate agent is available, and to a queue if an appropriate agent is not available, said telemarketing server system comprising a database storing information about said agent and said customer, said telemarketing server system providing at least a portion of said agent information to a supervisor and at least a portion of said customer information to said agent through the Internet.
- 22. (original) The telemarketing system of claim 21, wherein said telemarketing server system further provides customer information to the supervisor about customers in a queue for said agent.
- 23. (currently amended) A method for providing telemarketing services through the Internet, comprising the steps of:

receiving a request for telemarketing service through the Internet from a customer;

forwarding said request through the Internet to an appropriate agent if the appropriate agent is available, and to a queue if the appropriate agent is not available;

facilitating the establishment of communications between the agent and the customer; and

reporting telemarketing system performance information and agent profile information to a supervisor through the Internet.

24. (original) The method of claim 23, wherein said telemarketing system performance information is reported to the supervisor through the Internet.

- 25. (original) The method of claim 23, further comprising the step of providing customer information to the supervisor about customers in a queue for said agent.
- 26. (currently amended) A system for providing telemarketing services through an Internet interconnecting agents and customers, comprising:

means for receiving a telemarketing request from a customer;

means for forwarding said telemarketing request through the Internet to an appropriate agent if said appropriate agent is available, and to a queue if said appropriate agent is not available;

means for establishing communications between said customer and said agent; and

means for reporting information about the performance of said system <u>and agent</u> <u>profile information</u> to a supervisor through the Internet.

- 27. (original) The system of claim 26, further comprising means for providing customer information to the supervisor about customers in a queue for said agent.
- 28. (currently amended) A computer-readable medium storing instructions that, when executed by one or more processors, cause the one or more processors to perform activities comprising:

receiving a request for telemarketing service through the Internet from a customer;

forwarding said request through the Internet to an appropriate agent if the appropriate agent is available, and to a queue if the appropriate agent is not available;

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facilitating the establishment of communications between the agent and the customer; and

reporting telemarketing system performance information and agent profile information to a supervisor through the Internet.

29. (original) The system of claim 28, wherein the activities furthermore comprise providing customer information to the supervisor about customers in a queue for said agent.